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Medicaid Audit

• In order to make sure your record keeping is adequate, look to the Medicaid provider handbooks for claim requirements

• Medicaid audits are typically conducted by the AHCA rather than a private contractor
  – As Medicaid recipients move to managed care plans, private auditors may become more prevalent
Medicaid Audit Process

- Requests for records
- Preliminary audit report
- Final audit report
- Mediation
- Formal administrative hearing
When Providing Records

• All correspondence from AHCA should be taken seriously

• Read the audit letter carefully and provide all the information requested in it
Responding to an Audit

• Verify the address of the site visit is correct

• Call the auditors to discuss:
  – Visit will take place at correct office location
  – What they will be auditing
Responding to an Audit

• Have attorney present at the site visit
• Make sure the appropriate administrative personnel are in that location
Responding to an Audit

• Conduct a self-inspection of your office

• Make sure all displayed licenses, permits, and certificates are current
Responding to an Audit

• Verify all patient records are properly secured and your medical record storage is HIPAA compliant
• Set auditors up in own room with appropriate accommodations
Responding to an Audit

• Ask auditors for identification and obtain business cards
• Keep copies of every document you provide to the auditors
Responding to an Audit

• If the records needed by the auditors are in a different office, don't stress out getting them right away
• Don't guess answers to questions
Responding to an Audit

• Do ask questions of the auditors regarding what they are auditing, any “hot issues,” timing of audit, etc.

• Do not volunteer information regarding suspicions of wrongdoing or incorrect billing
Responding to an Audit

• Have your employees available to speak with the auditors

• Lend this matter your personal attention; do not delegate it to administrative staff
Providing Records

- Label copies of each medical record you provide and page number everything you provide the auditors.
- Keep good copies and document your transmittal of documents.
- If you need more time to forward records and documents to the auditors, request it by telephone and confirm in writing.
Providing Records

- Send all communications to the auditor by certified mail, return receipt requested
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